

**Massachusetts Board of Registration in Embalming and Funeral Directing  
Public Session Minutes  
Meeting of 6/13/17**

Held at  
1000 Washington Street, Boston, MA, 02118  
At 10:00 a.m.  
Room 1D

**Board Members Present:**

Patrick Driscoll  
Thomas O'Donnell  
Paul Phaneuf  
Peter Stefan  
Carolyn Lindsay

**Staff Members Present:**

Michael Hawley, Executive Director  
Thomas Burke, Associate Executive Director  
Charles Kilb, Board Counsel  
Robert Williams, Investigator  
Christopher Carroll, Chief Investigator

**Members of the Public Present:**

Martin A Silva  
Robert E. Pearson  
Glenn F. Campbell  
Brianna Lincoln  
Liza Albarelli  
JoAnn Skiba  
Cassandra Fett  
Samantha Kroll  
Christopher Demeule  
Erica DeNino  
Patrick Sullivan  
Dana Malozzi  
Jeffrey E. Megna  
Nicole Simulynas  
James Farrell  
Francis J. O'Connor  
Augustine Sabia

William J. Grinley  
Barry J. Farrell  
Alexzandra Norris  
John Matarese  
Antonio Matarese  
Brianna Anzilone  
Michael Hubbard  
Francis Conway  
John Barry  
Haley Jordan  
Kathy Cartmell-Sirrico  
Daniel R. Holland  
Gregory Galanti  
Bruce Roberts  
Marc Gaudreau  
Francis Fox

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**Call to Order**

Mr. O'Donnell called the meeting to order at 10:00 a.m. Board staff reviewed building evacuation procedures and noted the location of restrooms.

## **Review of Minutes**

The Board reviewed staff prepared minutes of the meeting held on May 9<sup>th</sup>, 2017.

**Ms. Lindsay moved to accept staff prepared minutes of the meeting held on May 9<sup>th</sup>, 2017. Mr. Phaneuf Seconded the motion. Motion passed unanimously.**

## **Report from Executive Director Michael Hawley**

Executive Director Hawley introduced the new Associate Executive Director, Thomas F. Burke. He also indicated that the office is preparing for a thorough audit of pending pre-need reports due 06/30/2017.

## **Report from Legal Counsel, Charles Kilb**

No report.

## **Report from Christopher Carroll, Chief Investigator**

The Chief Investigator reported to the Board that Colorado's Office of Funeral Home and Crematory Registration has suspended the registration of Heritage Cremation Services, an entity not permitted to do business in Massachusetts whom the agency has filed complaints about.

## **Continuing Education Provider Applications:**

The Board reviewed the following applications:

### **NFDA**

- Webinar: avoiding Hiring Risks and Pitfalls
- Cremation Certification Program-Hackensack, NJ
- Arranger Training-Ankeny, IA
- Breakout By Office
- Facing Association Challenges Together
- Critical Issue: A 50 State View of the Opioid Epidemic
- Aftercare: Strengthen Your Families and Business
- Certified Preplanning Consultant Program
- Embalming and Reconstructive Techniques for Minor to Severe Trauma
- A Father's Reflections on the Value of Open Casket Viewing
- Create Experiences, Gain Market Share
- Smart Hiring, Smart Firing
- Providing Care Through the Grief Wrong
- How the Future of EDRS Affects You
- Recreating Physical Features for Identification

- Best Practices for Burial at Sea
- Creating a Life of Legacy
- Understanding Suicide and Its Effects on Grief
- Engage Consumers with Have the Talk of a Lifetime
- Is a Ban on Formaldehyde Coming?
- Tales from the Courthouse: Scary (and a few funny) Lessons
- Understanding Legal Issues in the Arrangement Conference
- Partnering with your Local Donor Organization
- Decomp Doubters: Turning “Nays” into “Yays”
  - How “Zoomers”, Millennials and Generation Z buy and How They are Challenging Your Sacred Cows.
- Transforming Compassion Fatigue and Vicarious Trauma
- Everyone Communicates, Few Connect
- 10 Technologies That Will Transform Your Business
- FTC Funeral Rule: Reducing Your Risk
- Bringing Ritual to Cremation Arranging
- Your Firm’s Culture: People, Performance, and Profit
- Quality Presentation from Embalming to the Final Touch!
- Personality Types and Successful Communication
- Apple 101: How to Make your iPhone Work for You
- Self-care for the Funeral Professional
- The New Osha Penalties for Non-Compliance
- Overcoming Objections During the Arrangement
- Getting Grace: Inside the Funeral Director’s Studio
- Ireland is Green and Growing
- Distracted Driving: Increase Awareness in Your Community
- A Vital Part: the Embalmers Heart
- Your Value Statement: The Key to Success in the Arrangement Conference
- Beyond Price: Your Guide to Mastering Cremation Phone Inquiries
- Embalming 2.0 the Art of Clinical Care
- Build Connections Through Confident Networking
- 2017 NFDA International Convention Expo

### **Cremation Association of North America**

- CANA’s 99<sup>th</sup> Annual Cremation Innovation Convention

### **International Cemetery, Cremation & Funeral Association**

- 2017 ICCFA University, College of Sales and Marketing
- 2017 ICCFA University, College of Cremation Services
- 2017 ICCFA University, College of Leadership Administration & Management
- 2017 ICCFA University, College of 21<sup>st</sup> Century Services
- 2017 ICCFA University, College of International Studies
- 2017 ICCFA University, College of Land Management & Grounds Operations

### **Kates-Boylston Publications**

- Funeral Service Business Plan Conference
- Cremation Strategies Conference

### **Memoriams, by Ancestry**

- Obituary Best Practices and the Newspaper Industry

### **International Order of the Golden Rule**

- Harness the Power of Google & Facebook Reviews and Other feedback to Better Serve families
- Investing in Key Employees
- Behind the Scenes of the JFK Assassination: Lessons for Today's Funeral Director
- Trends in Funeral Merchandising and Selection Room Design

**Mr. Phaneuf moved to accept the continuing education course presented. The motion was seconded by Mr. Stefan. The motion passed unanimously.**

### **Executive Session [Closed Session pursuant to M.G.L. c. 30A, §21; M.G.L. c. 4, §7 (Twenty-sixth)(l); and M.G.L. c. 66A, §§1 to 3]**

**At 10:35 Mr. Phaneuf moved to go into executive session [Closed Session pursuant to M.G.L. c. 30A, §21 to consider the character, rather than competence of two applicants, to review exam questions from the Board's licensure examination, and to evaluate enforcement cases. Ms. Lindsay seconded the motion. Motion passed by a roll call vote: Mr. Phaneuf: "Yes", Mr. Stefan: "Yes", Mr. O'Donnell: "Yes", Mr. Driscoll: "Yes" and Ms. Lindsay: "Yes".**

Mr. O'Donnell estimated that the open meeting would resume at 11:00 a.m.

**See Separate minutes for Executive Session actions**

### **Investigative Session Case, Investigative Conferences, Settlement Offers: Closed session pursuant to M.G.L. c. 112, § 65C**

**At 11:00 a.m., Mr. Phaneuf moved to suspend the open meeting and enter into investigative conference to discuss disciplinary cases and settlement offers [closed session pursuant to M.G.L. c. 112, § 65C]. The motion was seconded by Mr. Driscoll. **The motion passed unanimously.****

After the closed session the open meeting resumed.

During the closed session, the Board took the following actions:

- 2016-000611-IT-ENF – Provided settlement guidance to the prosecutor
- 2016-000571-IT-ENF – Dismiss without prejudice
- 2017-000148-IT-ENF – Dismiss without prejudice

- 2016-000799-IT-ENF – Forward to Office of Prosecutions
- 2017-000613-IT-ENF – Forward to Office of Prosecutions
- 2016-000798-IT-ENF – Forward to Office of Prosecutions
- 2017-000038-IT-ENF – Forward to Office of Prosecutions
- 2017-000261-IT-ENF – Forward to Office of Prosecutions

At 12:10 p.m. Mr. O'Donnell announced that the Board would adjourn for lunch. He stated that the Board would return at approximately 1:00 p.m.

### **Lunch Break**

At 1:00 p.m. the public session resumed.

### **Application Review:**

#### **Type-3 applicants - Review and vote on applications**

The Board met with the following Type-3 applicants:

- Daniel Holland
- Gregory Galanti

**Mr. Phaneuf moved to approve the above candidates for licensure. Ms. Lindsay seconded. The motion passed unanimously.**

#### **Initial Type-6 applicants - Review and vote on applications**

The Board met with the following initial Type-6 applicants:

- James Farrell
- Christopher Demeule
- Alexzandria Norris
- Liza Albarelli
- Brianna Lincoln

**Ms. Lindsay moved to approve the above candidates for licensure. Mr. Phaneuf seconded. The motion passed unanimously.**

#### **Apprentice – Review and vote on application**

The Board met with the following Funeral Apprentice applicants:

- Dana Malozzi

- Samantha Kroll
- Cassandra Fett
- Haley Jordan
- Patrick Sullivan
- Nicole Simulynas
- Brianna Anazalone

**Ms. Lindsay moved to approve the above candidates for licensure. Mr. Driscoll seconded. The motion passed unanimously.**

David Hunter did not appear at the meeting. His application will be considered at a future Board meeting.

### **Funeral Assistants, First Time - Review and vote on applications**

The Board met with the following Funeral Assistant applicants:

- Francis Fox
- William Grinley
- Robert Pearson
- Michael Hubbard
- Antonio Matarese

**Ms. Lindsay moved to approve the above candidates for licensure. Mr. Phaneuf seconded. The motion passed unanimously.**

Sean Dennis did not appear at the meeting. His application will be considered at a future Board meeting. Mr. Michael Hubbard's supervisor was not able to attend the meeting. Mr. Hubbard and his supervisor will be required to attend the next Board meeting.

### **Funeral Establishment Certificate Application**

Tighe Hamilton Funeral Home did not appear at the meeting. The certificate application will be considered at a future meeting.

### **Adjournment**

At 3:13 p.m. Ms. Lindsay moved to adjourn the meeting. Mr. Driscoll seconded the motion. **Motion passed unanimously.**

### **List of Documents used at the meeting:**

1. Agenda
2. Minutes from previous meeting(s) where applicable
3. Applications for personal registration

4. Continuing education provider applications

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Michael Hawley". The signature is fluid and cursive, with a large, sweeping "H" and a long, horizontal flourish at the end.

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Michael Hawley  
Executive Director